



MAZDA DEALER EMAIL

April 11, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Launch of Safety Recall 5723B – 2023MY Mazda CX-50 Trailer Hitch Harness May Detach

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain 2023MY CX-50 vehicles sold in the United States. Please see the description, model, year, and VIN ranges below.

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2023 CX-50	7MM VA**** PN 100233 – 123654	From January 18, 2022 through October 28, 2022

Owner Notification: Mazda will notify owners of affected vehicles for this campaign on April 12, 2023. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs. This recall also affects 2,592 customers who purchased their vehicle new in Canada. As a reminder, any vehicle from Canada or the U.S. can be repaired at any Mazda dealership in North America. If you have a Mazda Canada vehicle in your dealership, please fill out [Dealer Recall Help](#) or contact the Mazda warranty department directly.

Concern Outline: On certain 2023MY CX-50 vehicles with the installed Mazda Genuine Accessory trailer hitch harness, the harness may become loose or detached, causing insufficient clearance to underbody components. The detached trailer wire harness could be damaged due to contact with the vehicle's exhaust components or road debris while driving. If the harness becomes damaged, lights and/or braking of a connected trailer may become inoperative, increasing the risk of a crash.

For All Subject Vehicles: The Mazda trailer hitch harness will be replaced using an improved trailer hitch harness kit. There will be no charge for this service to vehicle owners. **NOTE:** Failure to properly perform any recall repair is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership penalties/fines by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall penalties, loss of customer trust and a poor Customer Experience.

Parts Ordering:

The repair parts for this recall are available to order by emailing the DAG with Recall 5723B in the subject line, providing the VIN, and dealer code in the email. Once the VIN is confirmed, the DAG will place a CEO for you. DAG Email: corpdag@mazdausa.com

All Mazda dealers must use the repair calculator available in MGSS under Recall 5723B to identify which specific part needs replacement.

Mazda Dealer Action Requested: Please continue to review all parts sales from your dealership for the Mazda Genuine Accessory part number(s) VA40V7780 and/or VA41V7780 (Hitch Harness), and match the customer with a VIN. Please check the VIN on eMDCS to verify if Recall 5723B is present. If Recall 5723B is not present, please fill out Dealer Recall Help on [OneMazda](#), so the Recall team can add the VIN to this campaign. In addition, if you are servicing a MY2023 Mazda CX-50, and notice the factory installed hitch harness, please verify the VIN is present for Recall 5723B. If the VIN is not present, please fill out Dealer Recall Help on [OneMazda](#).

Additionally, please check your parts inventory for on hand stock of part numbers VA40V7780 and/or VA41V7780. If you find parts on hand, immediately contact your Claims Representative for a request to file a Defective Parts claim and further instructions. Once the material is received at your facing PDC a credit will be issued. Send the request for a Defective Claim to: claims@mazadusa.com

All Mazda dealers must use the repair calculator available in Mazda Global Service Support (MGSS) under Campaign 5723B to identify which specific part needs replacement. The replacement will either be a 4-pin or 7-pin harness based on which part is installed on the vehicle. If the harness is different than results in the calculator, or the harness is missing, please contact Dealer Recall Help.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Repair Calculator, Parts and Warranty Information and Repair Procedures are posted on MGSS.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. For recall related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

Mazda North American Operations

